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MAR-26-2004 09:35

FROM-Campbell Stephenson Ascolese LLP

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T-203 P.001 F-612



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## FACSIMILE COVER SHEET

To:	Office of Initial Patent Examination's Filing Receipt Corrections	From:	D'Ann Naylor Rifai/vs
Fax:	703.746.9195	Date:	March 26, 2004
Phone:		Pages:	10 (including cover sheet)
Re:	US Serial No.: 10/734,911; Filed: 12/12/03	Atty Docket No.:	MTV0013US

### Message:

Attached is a *Request for Corrected Filing Receipt* and supporting documents in regards to the above-referenced patent application.

If you do not receive all pages, please call (512) 439-5080.

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS INTENDED ONLY FOR THE PERSONAL AND CONFIDENTIAL USE OF THE DESIGNATED RECIPIENT(S) NAMED ABOVE. THIS MESSAGE MAY BE AN ATTORNEY-CLIENT COMMUNICATION, AND AS SUCH IS PRIVILEGED AND CONFIDENTIAL. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT OR AN AGENT RESPONSIBLE FOR DELIVERING IT TO THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT YOU HAVE RECEIVED THIS DOCUMENT IN ERROR AND THAT ANY REVIEW, DISSEMINATION, DISTRIBUTION OR COPYING OF THIS MESSAGE IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE NOTIFY US IMMEDIATELY BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US BY MAIL. THANK YOU.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: A. Wade Cohn; Brian J. Vetter; Arjun Chopra  
Assignee: Motive, Inc.  
Title: CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY CHANNEL-SPECIFIC USER INTERFACES  
Serial No.: 10/734,911 Filing Date: December 12, 2003  
Examiner: Unassigned Group Art Unit: 2122  
Docket No.: MTV0013US

Austin, Texas  
March 26, 2004

Office of Initial Patent Examination's  
Filing Receipt Corrections  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR CORRECTED FILING RECEIPT**

Dear Sir:

Applicant hereby requests the Commissioner For Patents to correct the Filing Receipt for the above-identified patent application as follows:

- 1. Correct the Filing Date
- 2. **Correct Inventor Name**
- 3. Correct Title
- 4. Correct information referencing related case
- 5. Correct Attorney Docket Number
- 6. Other: \_\_\_\_\_

This Request is submitted for the following reason:

Under **Applicant(s)**, please correct the second named inventor's name to read:

"**Brian J. Vetter**"

Attached is a copy of the Filing Receipt having the above errors and the changes noted thereon, as well as copies of the Declaration and the first page of the Application as filed with the patent application on December 12, 2003.

Because this was not an error on the part of Applicant, Applicant believes no fee is required. However, the Commissioner is hereby authorized to charge any fee that may be required for this correction to Deposit Account No. 502306.

It is respectfully requested that a corrected Filing Receipt be issued. If this action does not lead to issuance of a corrected Filing Receipt, please contact the undersigned at 512-439-5086.

Certificate of Facsimile Transmission	
I hereby certify that this correspondence is being transmitted via facsimile to the Office of Initial Patent Examination's Filing Receipt Corrections, fax number 703-746-9195 on March 26, 2004.	
	3/26/04
Attorney for Applicant(s)	Date of Signature

Respectfully submitted,



D'Ann Naylor Rifai  
Attorney for Applicant(s)  
Reg. No. 47,026  
512-439-5086  
512-439-5099 (fax)



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UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
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APPL NO.	FILING OR 371 (c) DATE	ART UNIT	FIL FEE REC'D	ATTY.DOCKET NO	DRAWINGS	TOT CLMS	IND CLMS
10/734,911	12/12/2003	2122	669	MTV0013US	15	42	5

D'Ann Naylor Rifai  
CAMPBELL STEPHENSON ASCOLESE LLP  
Bldg. 4, Suite 201  
4807 Spicewood Springs Rd.  
Austin, TX 78759

CONFIRMATION NO. 2291

FILING RECEIPT



OC000000012153391\*

Date Mailed: 03/22/2004

Receipt is acknowledged of this regular Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Filing Receipt Corrections, facsimile number 703-746-9195. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the USPTO processes the reply to the Notice, the USPTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

**Applicant(s)**

A. Wade Cohn, Austin, TX;  
Brian J. Vetter, Austin, TX;  
Arjun Chopra, Brookline, MA;  
**Brian Vetter**

**Domestic Priority data as claimed by applicant**

This appln claims benefit of 60/433,043 12/12/2002

**Foreign Applications**

**If Required, Foreign Filing License Granted:** 03/22/2004

**Projected Publication Date:** Request for Non-Publication Acknowledged

**Non-Publication Request:** Yes

**Early Publication Request:** No

**\*\* SMALL ENTITY \*\***

**Title**

Cross-channel communication of data collected by channel-specific user interfaces

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**COPY****Preliminary Class**

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Title 37, Code of Federal Regulations, 5.11 & 5.15**

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This license is to be retained by the licensee and may be used at any time on or after the effective date thereof unless it is revoked. This license is automatically transferred to any related applications(s) filed under 37 CFR 1.53(d). This license is not retroactive.

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Attorney Docket No.: MTV0013US

**DECLARATION FOR PATENT APPLICATION  
AND POWER OF ATTORNEY**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below adjacent to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of subject matter (process, machine, manufacture, or composition of matter, or an improvement thereof) which is claimed and for which a patent is sought by way of the application entitled

**CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY CHANNEL-  
SPECIFIC USER INTERFACES**

which (check)  is attached hereto.  
 and is amended by the Preliminary Amendment attached hereto.  
 was filed on as Application Serial No.  
 and was amended on (if applicable).

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information, which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, § 119(a)-(d) of any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America listed below and have also identified below any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America filed by me on the same subject matter having a filing date before that of the application(s) of which priority is claimed:

Prior Foreign Application(s)			Priority Claimed	
Number	Country	Day/Month/Year Filed	Yes	No
N/A			<input type="checkbox"/>	<input type="checkbox"/>

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

Provisional Application Number	Filing Date
60/433,043	December 12, 2002

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) or PCT international application(s) designating the United States of America listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior application(s) in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information, which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56, which became available between the filing date of the prior application(s) and the national or PCT international filing date of this application:

- Page 1 of 2  
**COPY**  
Executed on 3/26/2004 at 09:36:17 AM (Eastern Standard Time)

**COPY**

Attorney Docket No.: MTV0013US

Application Serial No.	Filing Date	Status (patented, pending, abandoned)
N/A		

I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith:

Marc R. Ascolese (42,268); Brenna A. Brock (48,509); Sam G. Campbell (42,381); Justin M. Dillon (42,486); D'Ann Naylor Rifai (47,026); Eric A. Stephenson (38,321).

Please address all correspondence and telephone calls to:

D'Ann Naylor Rifai  
**CAMPBELL STEPHENSON ASCOLESE, LLP**  
 4807 Spicewood Springs Rd.  
 Bldg. 4, Suite 201  
 Austin, TX 78750

Telephone: 512-439-5080  
 Facsimile: 512-439-5099

I declare that all statements made herein of my own knowledge are true, all statements made herein on information and belief are believed to be true, and all statements made herein are made with the knowledge that whoever, in any matter within the jurisdiction of the Patent and Trademark Office, knowingly and willfully falsifies, conceals, or covers up by any trick, scheme, or device a material fact, or makes any false, fictitious or fraudulent statements or representations, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry, shall be subject to the penalties including fine or imprisonment or both as set forth under 18 U.S.C. 1001, and that violations of this paragraph may jeopardize the validity of the application or this document, or the validity or enforceability of any patent, trademark registration, or certificate resulting therefrom.

Full name of first joint inventor: A. Wade Cohn  
 Inventor's Signature: Wade Date: 12/12/03  
 Residence: Austin, Texas  
 Post Office Address: 15714 N. Delavan Cove  
 Austin, Texas 78717 Citizenship: US

Full name of second joint inventor: Brian J. Vetter  
 Inventor's Signature: Brian Date: 12/12/03  
 Residence: Austin, Texas  
 Post Office Address: 10801 Laurel Creek Drive  
 Austin, Texas 78726 Citizenship: US

Full name of third joint inventor: Arjun Chopra  
 Inventor's Signature: Arjun Date: \_\_\_\_\_  
 Residence: Brookline, Massachusetts  
 Post Office Address: 355 Buckminster Road  
 Brookline, Massachusetts 02445 Citizenship: India

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 Executed-in-counterpart

**DECLARATION FOR PATENT APPLICATION  
AND POWER OF ATTORNEY**

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below adjacent to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of subject matter (process, machine, manufacture, or composition of matter, or an improvement thereof) which is claimed and for which a patent is sought by way of the application entitled

**CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY CHANNEL-SPECIFIC USER INTERFACES**

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 and is amended by the Preliminary Amendment attached hereto.  
 was filed on as Application Serial No.  
 and was amended on (if applicable).

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I acknowledge the duty to disclose information, which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56.

I hereby claim foreign priority benefits under Title 35, United States Code, § 119(a)-(d) of any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America listed below and hereinafter also identified below any foreign application(s) for patent or inventor's certificate or any PCT international application(s) designating at least one country other than the United States of America filed by me on the same subject matter having a filing date before that of the application(s) of which priority is claimed:

Prior Foreign Application(s)			Priority Claimed	
Number	Country	Day/Month/Year Filed	Yes	No
N/A			<input type="checkbox"/>	<input type="checkbox"/>

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

Provisional Application Number	Filing Date
60/433,043	December 12, 2002

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) or PCT international application(s) designating the United States of America listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior application(s) in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information, which is material to patentability as defined in Title 37, Code of Federal Regulations, § 1.56, which became available between the filing date of the prior application(s) and the national or PCT international filing date of this application:

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Application Serial No.	Filing Date	Status (patent, i, pending, abandoned)
N/A		

I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith:

Marc R. Ascolese (42,268); Brenna A. Brock (48,509); Sam G. Campbell (4,381); Justin M. Dillon (42,486); D'Ann Naylor Rifai (47,026); Eric A. Stephenson (38,321).

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 4807 Spicewood Springs Rd.  
 Bldg. 4, Suite 201  
 Austin, TX 78759

Telephone: 512-439-5080  
 Facsimile: 512-439-5099

I declare that all statements made herein of my own knowledge are true, all statements made herein on information and belief are believed to be true, and all statements made herein are made with the knowledge that whoever, in any manner within the jurisdiction of the Patent and Trademark Office, knowingly and willfully falsifies, conceals, or covers up by any trick, scheme, or device a material fact, or makes any false, fictitious or fraudulent statements or representations, or makes or uses any false writing or document knowing the same to contain any false, fictitious or fraudulent statement or entry, shall be subject to the penalties including fine or imprisonment or both as set forth under 18 U.S.C. 1001, and that violations of this paragraph may jeopardize the validity of the application or this document, or the validity or enforceability of any patent, trademark registration, or certificate resulting therefrom.

Full name of first joint inventor: A. Wade Cohn  
 Inventor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Residence: Austin, Texas  
 Post Office Address: 15714 N. Delavan Cove  
 Austin, Texas 78717 Citizenship: US

Full name of second joint inventor: Brian J. Vetter  
 Inventor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Residence: Austin, Texas  
 Post Office Address: 10801 Laurel Creek Drive  
 Austin, Texas 78726 Citizenship: US

Full name of third joint inventor: Ajum Chandra  
 Inventor's Signature: \_\_\_\_\_ Date: 12/12/03  
 Residence: Brookline, Massachusetts  
 Post Office Address: 355 Buckminster Road  
 Brookline, Massachusetts 02445 Citizenship: India

- Page 2 of 2 -

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**COPY** Attorney Docket No.: MTV0013US

EXPRESS MAIL LABEL NO:

EV 304737854 US**CROSS-CHANNEL COMMUNICATION OF DATA COLLECTED BY CHANNEL-SPECIFIC USER INTERFACES**

A. Wade Cohn  
Brian J. Vetter  
Arjun Chopra

**CROSS-REFERENCE TO RELATED APPLICATION**

[0001] This application claims the benefit of priority based on U.S. Provisional Patent Application Serial No. 60/433,043, filed December 12, 2002, entitled "Coordinated Remote Computer System Diagnostics Using Internet and Telephone Channels," and naming Brian J. Vetter, A. Wade Cohn, and Arjun Chopra as the inventors. The above-referenced application is hereby incorporated by reference herein in its entirety.

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[0002] Portions of this patent application contain materials that are subject to copyright protection. The copyright owner has no objection to the facsimile reproduction by anyone of the patent document, or the patent disclosure, as it appears in the Patent and Trademark Office file or records, but otherwise reserves all copyright rights whatsoever.

**BACKGROUND OF THE INVENTION****Field of the Invention**

[0003] This invention relates to sharing data gathered via user interfaces operating on different communication channels, such as web and telephone channels.

**Description of the Related Art**

[0004] Many businesses with a large number of computer system users provide customer service call centers to assist with computer system problems experienced by the users. Customer support may be provided by various vendors of computer software and/or hardware, by in-house personnel, and/or by a professional computer system support organization.

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